

WINGECARRIBEE SHIRE COUNCIL

Public Toilet Strategy 2017

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1 Executive Summary

1.1 Current Position

A total of 47 public toilet facilities are provided throughout the Shire.

This equates to approximately 1.0 toilet block per 1,000 residents. On a national comparison¹ the rate of provision is 0.7 toilets per 1,000 residents. Therefore, the Shire's current level of provision is higher than some other councils' provision levels.

Levels of satisfaction from users is relatively high at 74%, based on an intercept survey undertaken at 6 key sites in August 2016.

The condition and performance of a number of public toilets is an area of concern and a planned renewal, refurbishment and building maintenance program has not been implemented to date.

The average age of the Wingecarribee public toilets is 44 years, with 9 toilets over 60 years of age. A further 17 are from 50 to 60 years of age. This represents 23% of the asset currently overdue for renewal and over the next 10 years a further 43% will become due for renewal.²

Many of the issues and concerns with the quality of public toilets relate to their design and construction materials used. For older toilets, no matter how well they are maintained, they will not be attractive or appealing to use. It is therefore essential that a regular refurbishment and renewal program be implemented to ensure that toilets provided meet current expectations through the use of up to date design techniques and materials.

As is typical for most public toilets, a major challenge is controlling, and dealing with, the impacts of vandalism, graffiti and fouling, and to try and consistently provide a clean, attractive and safe facility for users.

1.2 Level of Service

To assist in determining the appropriate standard of public toilet design and servicing, four levels of service categories have been used as follows:

- **Premier** - High use toilet, generally located in town or village centres or other high profile and high use sites. Significant tourist/visitor usage. These toilets have a higher level of service in terms of capacity, cleanliness, hygiene, lighting and access
- **Community** - Will cater for the bulk of locations, with medium level use. Located in parks, small villages. Usage is primarily visitors to the park. Design approach is standard single or three cubicle units with external access
- **Sports** - Toilets located at parks predominantly used for sports, with intermittent high levels of usage demand associated with weekend sports. Access generally available during sports usage. Facility to be incorporated into pavilions where possible
- **Civic** - Toilets that are located within, or adjacent to, civic buildings such as libraries and visitor centres

¹ Yardstick 2015

² The age of older toilets is an estimate only and therefore should only be used as a guideline for renewal planning

1.3 Aims and Objectives

The following aims and objectives have been identified for the delivery of public toilet services in the Wingecarribee Shire.

AIMS

- To maintain a network of safe, accessible, clean and environmentally sustainable public toilets
- To improve the quality of public toilets
- To ensure the provision of public toilets is cost effective and meets the needs of residents and visitors to the Shire

OBJECTIVES

- To provide a guideline for the provision, design, operation and maintenance of public toilets
- To provide toilets that are of suitable quality, appropriate to the location and usage, and are safe and desirable to use
- To provide toilets that are visually attractive and reflect the Shire's heritage character
- To implement a regular, planned building maintenance and renewal program to ensure the condition of facilities is maintained to the required standard
- To implement a cleaning program appropriate to the site and usage, that ensures toilets are presented in a condition that makes them desirable to use, and achieves a high level of customer satisfaction

1.4 Strategic Direction

The following key actions are identified:

- Implement a planned renewal program to replace or refurbish two facilities per year
- Plan for the addition of at least two additional public toilets from 2017 to 2023 to meet growth related demand
- New toilet designs will generally be smaller, with external access. Standard design will be two cubicles- one designated male and one female plus a third all-gender accessible unit. Lower use sites will be a single all-gender accessible unit. Premier sites will utilise bespoke designs reflecting the area's character and sized to meet expected demand.
- Implement a planned maintenance program to ensure buildings are maintained and refurbished to ensure they continue to meet their desired level of service over their lifetime (60 years)
- Implement consistent cleaning scheduling based on the Level of Service categories
 - Premier – twice daily
 - Community 1 – three times per week
 - Community 2 – once per week
 - Sports 2 - three times per week
 - Sports 3 - once per week
- Improve signage both on the toilets, and wayfinding, to ensure all toilets can be easily located

2 Introduction

The provision of good quality and accessible public toilets is considered an expectation of many residents and visitors to the Southern Highlands.

While the Council has no statutory requirement to provide public toilets, public toilet provision is an essential component of achieving the well-being of the community as identified in Council's Community Strategic Plan, Wingecarribee 2031. Specific outcomes and how public toilets contribute include:

PEOPLE – Plan and deliver appropriate and accessible local services to the community.

- Having good quality public toilets conveniently located in public places where people commonly congregate is an essential service to support community activities

PLACES – Create welcoming and accessible community facilities that support opportunities for people to meet and connect with one another

- Public toilets that are safe to use with equitable access for all members of the community supporting the needs of the community and create a sense of “caring”
- Good quality public toilets contribute to the perception about a community and its general wellbeing

ENVIRONMENT – Promote building practices and the types of developments that improve resource efficiency

- Public toilets provide an essential public health function in places where people gather for extended periods away from home and other facilities

ECONOMY – Our shire attracts people to work, live and visit

- Access to good quality, conveniently located public toilets is an important part of a visitor's experience, and therefore supports and promotes the region's attraction as a tourist destination

The Council already provides a good network of well-used public toilets across town centres, villages, sporting venues, and other parks.

Public toilets contribute to the comfort and convenience of people away from home who are using parks, shops or travelling through the Shire. They also provide an essential public health service.

Public toilets that are constructed and maintained to a high standard, of sufficient capacity, and that are located where needed, make a significant positive contribution to the experience of our visitors, park, and town centre users.

The cost to provide, maintain and service public toilets is considerable. It is appropriate to regularly review the way that Council provides this service, to ensure that it meets both the current and future needs of communities, and to ensure cost-effectiveness for rate payers.

3 Aims and Objectives

Given the importance of public toilets and the strategic outcomes the Council seeks to achieve, the aim of this strategy is:

- **To maintain a network of safe, accessible, clean and environmentally sustainable public toilets**
- **To improve the quality of public toilets**
- **To ensure the provision of public toilets is cost effective and meets the needs of residents and visitors to the Shire**

The following objectives have been identified to achieve this vision:

1.	To provide a guideline for the provision, design, operation and maintenance of public toilets
2.	To provide toilets that are of suitable quality, appropriate to the location and usage, and are safe and desirable to use
3.	To provide toilets that are visually attractive and maintain the Shire's heritage character
4.	To implement a regular planned building maintenance and renewal program to ensure the condition of facilities is maintained to the required standard
5.	To implement a cleaning program appropriate to the site and usage, that ensures toilets are presented in a condition that makes them desirable to use, and achieves a high level of customer satisfaction

4 Design Criteria

4.1 Guidelines

The following generic design and construction guidelines will be applied for the development of all future public toilets. For renewal and renovation projects, the guidelines will be applied to the extent that is practical within the scope of the project budget.

Additional details on design, construction and materials are provided in the levels of service section for each category of toilet.

The following codes of practice and guidelines apply to the design and operation of public toilets.

RELATED CODES OF PRACTICE AND GUIDELINES

1. Australia National Construction Code (BCA)
2. Disability (access to Premises – Buildings) Standards 2010
3. AS 1428 Parts 1-5 *Design for Access and Mobility, Standards Australia*
4. AS 4781 *Containers for the collection of sharp items used in human and animal applications, Standards Australia*
5. Health (Public Buildings) Regulations 1992
6. Wingecarribee Parks Strategy
7. Crime Prevention Through Environmental Design (CPTED) Guidelines
8. Public Toilet Design Guidelines – Brisbane City Council 2013

4.2 Generic Design

All future toilets will be designed as separate, external access units. This design is considered to provide the safest environment for users, minimise vandalism, and provide the most efficiently economic approach to toilet construction. Generally, at least two units will be provided to provide for separate gender designations plus third accessible all gender unit.

Generic Design Guidelines		
	Feature	Criteria
4.2.1	Maximise Visibility	Locate and orientate the facility within the site to optimise ease of access, sight lines, casual surveillance opportunities and natural light
4.2.2	Equitable Access	All toilet blocks will contain at least one accessible or PWD cubicle (cubicles for persons with a disability) together with equitable access to the facility and will be keyed with MLAK.
4.2.3	Floors	All floors will be concrete, ideally coated with a dark coloured, impervious, non-slip, specialist floor coating or tiles. Floors shall have a minimum slip resistance of BPN 60. They shall be constructed with falls to floor waste to prevent ponding and facilitate regular hosing out
4.2.4	Internal Wall linings	Internal walls will be finished to a smooth surface, and painted in a light colour, with a gloss finish for ease of cleaning and graffiti removal. Anti- graffiti coating will be used in high-risk areas. Suitable materials include: gloss ceramic tiles, corrugated zinc coated steel, compressed fibre cement sheets or sheet steel.

		If brick or concrete block wall construction is used, the surface must be rendered to a smooth finish and painted
4.2.5	External Walls	External wall cladding materials will be selected to provide a visually attractive appearance together with being highly durable to resist any attempts at vandalism or accidental damage. Consideration should also be given to using materials and surface finishes that are resistant to graffiti. Masonry and steel/aluminum products are preferred choices.
4.2.6	Roofing/Ceiling	Roofing material will generally be sheet steel. Skylights or panels of translucent roof sheeting may be used to enhance natural lighting. Avoid open rafter /high ceiling design as these result in cobwebs and other cleaning challenges
4.2.7	Doors/latches	External doors will be solid core doors of minimum 40mm thickness with steel door frames. Privacy latches will be robust to minimise breakage and easy to use for persons with reduced grip, strength and dexterity. Cubicle doors to be opened and closed via push and pull plate only. External doors will include deadbolt locking mechanism to secure after hours if required
4.2.8	Ventilation	Toilets will be designed with openings to maximise natural airflow for ventilation and drying
4.2.9	Natural light	Roof skylights or wall openings will be provided to ensure toilets are light and bright during daylight hours
4.2.10	Internal lighting	Where internal lighting is to be provided for night use it shall be light and movement sensor activated
4.2.11	Water/taps	Low water flow manual taps or timed flow valve taps will be used
4.2.12	Hand basins	Basins will be fabricated from heavy gauge 304 stainless steel wall mounted with integrated shroud to conceal drainage and water supply pipework
4.2.13	Urinals	Urinals will generally not be used in future toilets. Existing or future urinals will utilise stainless steel units with push button, low volume, flush
4.2.14	Toilet pans	WC pans will be fabricated from heavy gauge 304 stainless steel with integrated toilet seat and shroud to conceal drainage and water supply pipework
4.2.15	Plumbing general	All plumbing will be located behind walls in a centralised separate access service duct or in a false wall (floor to ceiling). Any exposed pipes will be covered by steel boxing or be of heavy gauge material
4.2.16	Signage	Signage should involve both directional signage and labeling signage. Labeling signage will be placed on the exterior of all toilets and each external access door. Labeling signage should also clearly indicate the opening hours and a contact number to assist in prompt reporting of damage. Directional signage should provide users with a clear indication as to the location of the toilet and if it is not clearly visible, an indication of distance will be provided

4.2.17	External lighting	Where external lighting is required it will operate continuously during the hours of darkness. Lighting may be located on the toilet building or located on a pole nearby, provided effective lighting of the toilet entrance is provided. Compact fluorescent and LED lamps only to be used
4.2.18	Paths/access	Sealed hard surface paths will provide access to toilets from nearby paths or carparks where they exist
4.2.19	Sanitary bins	All female and all gender units will be supplied with sanitary disposal bins
4.2.20	Sharps(needles) disposal	All units will be supplied with sharps disposal receptacles

Table 1 – Generic design guidelines



Figure 1 Example of external access toilets

4.3 Location

When considering the siting of public toilets, it is critical that they are highly visible, people can be seen entering/exiting the building and there is a high concentration of passing traffic.

The reasons for this include:

- Safety of users
- Minimise vandalism risk
- Assist location by visitors

This generally means siting public toilets in high traffic areas, if possible, close to roadways, pedestrian walks at the front of parks and carparks, rather than setting them back on a site. While minimising visual impact was often used as the reason to set back toilets on a site, the benefits of safety and vandalism reduction outweigh visual impact concerns. The use of modern, well designed, smaller toilet units can minimise visual impacts associated with older toilet designs, particularly in conjunction with quality landscaping.

- The current principles of Crime Prevention Through Environmental Design (CPTED) should be considered for locating facilities

Additionally, it is desirable to place toilets near existing service infrastructure, and ideally near the roadside boundary. This reduces construction and renewal costs for plumbing and electrical services, and possibly the need for additional pathways and wayfinding signage.

The provision of toilets will generally be determined by the following guidelines:

- Specific public places that are used by more than 20 people at any one time
- Users likely to spend longer than one hour in a public place
- A public place that has been designed as a destination where the majority of users will have driven and are not within close proximity of their home and there are no other toilets available for public use

Additional guidelines to determine the location of toilets in parks are provided through the levels of service contained in the open space strategy.

5 Levels of Service

5.1 Categories

To assist with the planning and operation of public toilets, four categories have been identified.

Category	Description
Premier	High use toilet generally located in village centres or other high profile and high use site. Significant tourist/visitor usage. These toilets have a higher level of service in terms of capacity, cleanliness, hygiene, lighting and access
Community	Will cater for the bulk of locations, with medium level use. Located in parks, small villages. Usage primarily by visitors to the park. Design approach is standard single or three cubicle units with external access.
Sports	Toilets located at parks predominantly used for sports, with intermittent high levels of usage demand associated with weekend sports. Access generally available during sports usage. Facility to be incorporated into pavilions where possible
Civic	Toilets that are located within, or adjacent to, civic buildings such as libraries and visitor centres

Table 2 - Public toilet category descriptions

5.2 Premier

5.2.1 PROVISION – PREMIER

The majority of premier grade toilets are likely to be located in the main towns, business areas, or high use visitor locations such as Premier Parks level 1.

There is no particular standard to guide the number or proximity of public toilets in a business/ shopping district. A general guideline of a toilet being available within 5-6 minutes' walk is considered a reasonable level of service. This equates to a toilet located within approximately 400 metres of any location within the business area.

5.2.2 DEVELOPMENT – PREMIER

The following design/construction will be used, in addition to the standard guidelines provided in Section 4.2

Features	Development Standard – Premier
Design	<ul style="list-style-type: none">• Site specific high quality design with architectural input to match heritage or other values of the location• Two male and two female cubicles, plus two accessible all gender cubicles will be appropriate for most sites. One of the accessible cubicles will also be designed for family use
Surface Finishes	<ul style="list-style-type: none">• Tiled wall and floor finishes will be utilised that create a high quality ambiance and are easy cleaning

Facilities	<ul style="list-style-type: none"> In addition to standard facilities, the following additional services will be provided: soap dispenser, electric hand dryer, mirror (stainless steel), coat hooks, baby change table
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Table 3 – Premier development LoS

5.2.3 SERVICE DELIVERY – PREMIER

Services	Operational Standard – Premier
Opening hours	<ul style="list-style-type: none"> At least one all - gender toilet will be available 24 hours/day in the locality. Other cubicles and nearby facilities may be locked to reduce vandalism risk
Cleaning /inspection frequency	<ul style="list-style-type: none"> Twice a day (service in morning then one more check)
Graffiti removal	<ul style="list-style-type: none"> That day – (offensive immediate)
Response time	<ul style="list-style-type: none"> Maximum 2 hours from report of any issue

Table 4 – Premier service delivery LoS

Note: Moss Vale Town Centre and Corbett Gardens toilets are locked at night as there are alternatives open 24/7 nearby, namely Leighton Gardens and Oxley Mall toilets.



Figure 2 Example of Premier Toilet – Oxley Mall

5.3 Community

5.3.1 PROVISION – COMMUNITY

Community toilets are intended for the majority of locations and represent a medium standard of delivery, suitable for most park situations, and other medium level use sites.

The provision of a toilet in a park will be determined on a case-by-case basis, using the following criteria:

- Park Strategy level of service

- Users likely to spend longer than two hours at the park
- Park has been developed with barbeque/picnic facilities
- Park has been designed as a destination style park where a significant number of users are likely to drive to the park

Generally, only Community and Bushland Level 1 parks will have public toilets provided. Community Level 2 and 3 parks will not have public toilets provided as the majority of users are likely to be within a short walk of home and/or the length of stay in the park is likely to be less than one hour.

5.3.2 DEVELOPMENT – COMMUNITY

The following design/construction will be used, in addition to the standard guidelines provided in Section 4.2

Features	Development Standard – Park
Design (Option 1)	<ul style="list-style-type: none"> The standard size will be three external access WC toilet units. Two of these will be standard size, with designation for male and female. The third unit will be an all-gender compliant, accessible cubicle. Handwashing facilities will be located inside each cubicle
Design (Option 2)	<ul style="list-style-type: none"> An alternative design for lower use sites will be a single all-gender accessible unit
Surface finishes	Smooth wall and floor finishes will be utilised that create a good quality ambiance and are easy cleaning
Baby change	All accessible cubicles will also be fitted with a baby change table

Table 5 – Community development LoS

5.3.3 SERVICE DELIVERY – COMMUNITY

Services	Operational Standard – Park
Opening hours	<ul style="list-style-type: none"> Toilets will generally be open 24/7 unless high vandalism risk at certain sites warrants night closure
Cleaning /inspection frequency	<ul style="list-style-type: none"> Community toilets have three service categories dependent on level of use. Cleaning frequency varies from daily to three times per week
Graffiti removal	<ul style="list-style-type: none"> Within 48 hours – (offensive immediate)
Response time	<ul style="list-style-type: none"> Maximum 8 hours from report of any issue

Table 6 – Community service delivery LoS



Figure 3 Example of Community Toilet – Lake Alexandra Reserve

5.4 Sports

5.4.1 PROVISION – SPORTS

Sports toilets will cater for parks designed and used predominantly for organised sports activities. Usage is characterised by high usage demand during sports games, which occur generally once per week and possibly for a seasonal period only. Some additional low-level usage may result from training activity and casual users of the park.

Sports toilets will be located at all sports ovals on the basis that players and spectators will be at the park for greater than one hour and are likely to have travelled some distance from their home.

For new sports park developments, and clubroom/pavilion redevelopments, public toilets will be included as part of the pavilion or clubroom building, wherever possible.

For parks with large number of fields/facilities, the public toilet shall be located near existing service infrastructure, and ideally near the roadside boundary. The provision of more than one public toilet facility per park will be assessed on a case-by-case basis, as an exception rather than as a rule, determined by level of likely usage, and to provide convenient access to users of the park. A similar guideline to the CBD criteria of a toilet being available within 5-6 minutes' walk, equating to a toilet located within approximately 400 metres radius of any location on the park will be applied.

5.4.2 DEVELOPMENT – SPORTS

The following design/construction will be used, in addition to the standard guidelines provided in Section 4.2.

Features	Development Standard – Sports
Design (Option 1)	<ul style="list-style-type: none"> The standard size will be three external access WC toilet units. Two of these will be standard size, with designation for male and female. The third unit will be an all-gender compliant, accessible cubicle

Design (Option 2)	<ul style="list-style-type: none"> Where demand and level of usage warrants, there will be internal access toilets with 2-3 person capacity in both male and female, designed to be opened during scheduled sports games. Actual capacity to be determined by the anticipated level of usage, location on the site, and availability of other toilets on the site
Male urinals	<ul style="list-style-type: none"> Male urinals will be stainless steel
Surface Finishes	Smooth wall and floor finishes will be utilised that create a good quality ambience and are easy cleaning

Table 7 – Sports development LoS

5.4.3 SERVICE DELIVERY – SPORTS

Services	Operational Standard – Sports
Opening hours	<ul style="list-style-type: none"> At least one toilet per site will generally be open 24/7 unless high vandalism risk at certain sites warrants night closure Toilets primarily only used during sports game activity may be closed at other times to reduce cleaning costs and risks of vandalism
Cleaning /inspection frequency	<ul style="list-style-type: none"> Units open 24/7, two times per week plus extra cleaning for events as required Locked toilets open for game time only – Once per week following weekend use
Graffiti removal	<ul style="list-style-type: none"> Within 48 hours – (offensive immediate)
Response time	<ul style="list-style-type: none"> Maximum 8 hours from report of any issue

Table 8 – Sports service delivery LoS



Figure 4 Example of Sport Toilet – Bill O'Reilly Oval

5.5 Civic

5.5.1 PROVISION – CIVIC

Civic toilets are located within Council civic buildings such as libraries, community halls and information centres.

They are generally only accessible during opening hours or use of the building they are associated with.

5.5.2 DEVELOPMENT – CIVIC

The following design/construction will be used, in addition to the standard guidelines provided in Section 4.2.

Features	Development Standard – Civic
Design	<ul style="list-style-type: none">Design quality and capacity will be determined by the scale and level of public utilisation expected with the building activity
Surface Finishes	<ul style="list-style-type: none">Tiled wall and floor finishes will be utilised that create a high quality ambiance and are easily cleaned
Facilities	<ul style="list-style-type: none">In addition to standard facilities, the following additional services will be provided in new facilities: hot water, soap dispenser, electric hand dryer, paper towels, mirror (stainless steel), coat hooks, baby change facilities/parenting room

Table 9 – Civic development LoS

5.5.3 SERVICE DELIVERY – CIVIC

Services	Operational Standard – Premier
Opening hours	<ul style="list-style-type: none">To match use of the building
Cleaning /inspection frequency	<u>Offices, Libraries, etc.</u> <ul style="list-style-type: none">Regular clean - Once per dayAdditional checks by staff, dependent on level of use
Graffiti removal	<ul style="list-style-type: none">That day – (offensive immediate)
Response time	<ul style="list-style-type: none">Maximum 2 hours from report of any issue

Table 10 – Civic service delivery LoS



Figure 5 Example of Civic Toilet – Mittagong Visitor Centre

6 Current Provision and Performance

6.1 What we Provide

A total of 47 public toilet facilities are provided throughout the Shire, grouped into the following categories:

- Premier – 8
- Community – 17
- Sports – 19
- Civic – 3

This equates to approximately 1.0 toilet block per 1,000 residents. On a national comparison³ the rate of provision is 0.7 toilets per 1,000 residents. Therefore, the Shire's current level of provision is higher than some other councils' provision levels.

The Civic toilets that are within, or adjacent to, Council civic buildings are not normally defined as "Public" toilets, as their provision is generally designed for users of these buildings and are only accessible when they are open for use.

Most of the toilets located on the sports parks are locked with access only available to sports users and spectators during periods of activity.

The majority of public toilets are located in the main towns and villages as follows:

- Bowral – 10
- Mittagong – 9
- Moss Vale – 6
- Berrima – 3
- Bundanoon – 3
- Other locations – 16

The majority of public toilets (38) are located in parks. Nine of the toilets are located in other locations such as town centres and halls.

A full inventory of public toilets is provided in Appendix 1.

The total depreciated value of all public toilet blocks is \$2.2 million.

All of the toilets are connected to the reticulated sewer network, or septic tanks.

6.2 Condition and Performance

All public toilets in the Shire were assessed using Xyst Ltd's public toilet performance assessment tool. Assessment criteria are based on a number of factors as follows:

- Condition assessment based on the International Infrastructure Management Manual 2016
 - 1 – Very Good
 - 2 – Good
 - 3 – Average
 - 4 – Poor
 - 5 – Very Poor

³ Yardstick 2015

Condition assesses the structural state of the building and is a reflection of where it is in its lifecycle.

- Performance assessment criteria based on
 - Crime Prevention Through Environmental Design (CPTED) principles
 - Brisbane City Council Public Toilet Design Guidelines 2013

The performance score is designed to assess how well a public toilet performs its desired function from a customer/user perspective.

These include attributes such as sense of safety and security, hygiene, presentation, ease of use/ accessibility and general ambience.

The final aggregated score for each toilet is shown in the table below with the best performing toilet at the top of the table.

Name	Category	Town	Condition	Performance Score
Bowral Library	Civic	Bowral	1	91%
Bundanoon	Premier	Bundanoon	1	91%
Oxley Mall	Premier	Bowral	1	89%
David Woods Playing Field	Sports	East Bowral	1	89%
Hampden Park	Community	Robertson	1	87%
Exeter Toilet	Community	Exeter	1	86%
Renwick Park	Community	Mittagong	1	86%
Mittagong Visitor Info Centre	Civic	Mittagong	1	85%
Bradman Oval	Premier	Bowral	1	85%
Leighton Gardens	Premier	Moss Vale	1	83%
Winifred West Park	Premier	Mittagong	1	82%
Loseby Park	Sports	Bowral	1	80%
Jurd Park	Sports	Colo Vale	1	80%
Berrima Market Place	Premier	Berrima	2	79%
Berrima Hume Hwy	Community	Berrima	2	78%
Bundanoon Oval	Sports	Bundanoon	1	74%
Burradoo Apex Park	Community	Burradoo	1	72%
Hampden Park Sportsfield	Sports	Robertson	1	71%
Moss Vale Town Centre	Premier	Moss Vale	2	70%
Government Road Oval	Sports	Yerrinbool	2	68%
Centennial Park	Community	Bowral	3	67%
Lake Alexandra Reserve Accessible	Community	Mittagong	1	67%
Penrose Hall	Community	Penrose	1	66%
Lake Alexandra Reserve	Community	Mittagong	1	66%
Church Rd Oval	Sports	Moss Vale	2	65%
Bill O'Reilly Oval	Sports	Wingello	1	64%
Tourist Rd	Sports	Kangaloon	2	64%
Mittagong Library	Civic	Mittagong	3	63%

Community Oval	Sports	Moss Vale	1	60%
Eridge Park	Sports	Bowral	2	58%
Ironmines Oval	Sports	Mittagong	3	57%
Ferndale Reserve	Sports	Bundanoon	1	57%
Corbett Gardens	Community	Bowral	2	55%
Boronia Park Soccer Field	Sports	Hill Top	3	55%
Sutton Forrest Hall	Community	Sutton Forest	3	54%
Stephens Park	Sports	Bowral	3	52%
Welby Oval	Sports	Welby	2	50%
Seymour Park Toilet	Community	Moss Vale	1	50%
Wingello Hall	Community	Wingello	4	47%
Berrima Camping Park	Community	Berrima	5	46%
Lions Park	Community	Bowral	2	43%
Lackey Park	Sports	Moss Vale	2	42%
Hill Top War Memorial Hall	Community	Hilltop	3	41%
Burrawang Park	Community	Burrawang	4	39%
Mittagong Oval	Sports	Mittagong	2	38%
Welby Heights Oval	Sports	Mittagong	3	37%
Mt Gibraltar Toilet	Community	Bowral	4	35%

Table 11 - Public Toilet Performance Score

6.3 Accessible Units

An assessment was also undertaken of the facilities that contained an accessibility unit designed for people with disabilities, to determine its level of compliance with the design requirements for this purpose. Only four units were assessed as being fully compliant.

Name	Category	Town	Accessibility Performance Score
Bundanoon	Premier	Bundanoon	100%
Hampden Park	Community	Robertson	100%
Mittagong Visitor Centre	Civic	Mittagong	100%
Renwick Park	Community	Mittagong	100%
Lake Alexandra Reserve Accessible	Community	Mittagong	95%
Exeter Toilet	Community	Exeter	94%
Oxley Mall	Premier	Bowral	85%
Leighton Gardens	Premier	Moss Vale	75%
Berrima Market Place	Premier	Berrima	73%
Corbett Gardens	Community	Bowral	72%
Bradman Oval	Premier	Bowral	64%
Moss Vale Town Centre	Premier	Moss Vale	60%
Berrima Hume Hwy	Community	Berrima	52%

Table 12 - Accessible units performance score

6.4 Spatial Analysis

A useful tool to determine whether or not there is a gap, or oversupply, in the provision of public toilets is an assessment of the spatial distribution of toilets in key locations. Maps of the four main town centres have been prepared with a circle drawn around each of the public toilets (See Appendix 5). This represents a radius of 400 metres, which approximately equates to five minutes of walking.

An analysis of the four towns shows:

Bowral

There is a significant overlap in distribution with the toilets at Oxley Mall and Corbett Gardens being in very close proximity.

An option is to close one, or both, of these facilities, and provide a single, high quality facility for this location. This would be the most economical approach, both from a capital investment and operational perspective.

However, there are arguments to continue with the current dual facility approach. This includes:

- The two locations serve different users and purpose
- The significance of the park and the number of visitors, particularly during the tulip festival and other high use periods, justifies the provision of a premier toilet in the park. A common approach to cope with occasional event driven high usage demand, is to provide temporary portable toilets. However, the standard of this approach is considered to be lower than desirable
- The current design of vehicle traffic around the location of the Oxley Mall toilet does not provide easy or direct access from the park and may potentially lead to safety issues

Moss Vale

There is some overlap in distribution with the Leighton Garden toilets and the Town Centre toilets on Clarence St. However, they provide a service to quite different areas and users of the town centre, therefore the current level of provision and distribution is considered acceptable.

Mittagong

The toilet in Winifred West Park is very centrally located and therefore reasonably meets the accessibility target for the town centre. This is further complemented by the Civic toilet located at the visitor centre and also the Lake Alexandra Reserve toilet.

Berrima

There is good distribution provided by the three toilets in Berrima.

6.5 Usage

In order to measure the relative use of public toilets in the Shire, a number of automatic pedestrian sensors have been installed at the entrances to 28 key public toilets during 2015 and 2016.

Understanding use will enable the better matching of service levels and help assess the need for new toilets.

While there is a margin of error in any counting system, the results provide an overall guide to use, and enable the comparison of individual facilities.

The median level of use for the toilets monitored is 65 users per day (excluding Australia Day event). Usage for the Berrima Market Place toilet on 2016 Australia Day event was 1,545.

As demonstrated, the recorded use of toilets varies considerably by site. Seasonal use patterns are also evident such as higher use during the holiday season or special events such as Australia Day.

The top five highest use facilities monitored in the Shire are:

1. Leighton Gardens, Moss Vale (average 222 users per day)
2. Oxley Mall, Bowral (average 182 users per day)
3. Berrima Market Place (average of 179 users per day)
4. Winifred West Park, Mittagong (average of 152 users per day)
5. Hampden Park, Robertson (average of 132 users per day)

Public Toilet Usage Counter Results			
Location	Total Count	Total Days Monitoring	Daily Average
Leighton Gardens	7,536	34	222
Oxley Mall, Bowral	4,723	26	182
Berrima Market Place	7,341	41	179
Winifred West Park	2,126	14	152
Hampden Park, Robertson	2,775	21	132
Bundanoon	3,520	28	126
Mittagong Visitor Info Centre	2,552	21	122
Moss Vale Town Centre	1,614	15	108
Corbett Gardens	1,880	20	94
Berrima Top Oxley Street	793	9	88
Clarence Street	1,690	20	85
Ironmines Oval	1,159	14	83
Lake Alexandra Reserve	2,881	35	82
Berrima Common	1,367	21	65
Burradoo Apex	1,107	21	53
Lions Park	1,403	28	50
Ferndale Reserve	486	14	35
Berrima Camping Park	606	20	30
Bundanoon Oval	349	14	25
Centennial Park	259	14	19
Bundanoon Oval	217	14	16
Stephens Park	136	14	10
Bowral Cemetery	146	14	10
Hill Top Memorial	286	34	8
Seymour Park	207	29	7
Mittagong Oval	98	14	7
Burrawang Park	68	14	5
Welby Heights Oval	41	14	3
Median			65
Berrima Market Place (Australia Day event)			1,545

Table 13 - Public Toilet Usage Counter Results

6.6 User Survey

A user intercept survey, for the following 6 public toilets, was undertaken in August 2016, with a total of 97 surveys completed:

Facility Name	Completed Surveys
Oxley Mall	17
Lake Alexandra Reserve	17
Leighton Gardens	16
Moss Vale Town Centre	16
Winifred West Park	17
Corbett Gardens	14
Total	97

Table 14 - Location of Surveys Undertaken

The purpose of the survey was to gauge satisfaction with the facilities provided by the Council, together with collecting other toilet usage related information.

6.6.1 SATISFACTION

Overall satisfaction with the quality of the toilets remains high, with 74% combined satisfaction.

This comprised 55% satisfied and 20% very satisfied. A further 23% were neither satisfied nor dissatisfied and only 3% (3 people) were unsatisfied.

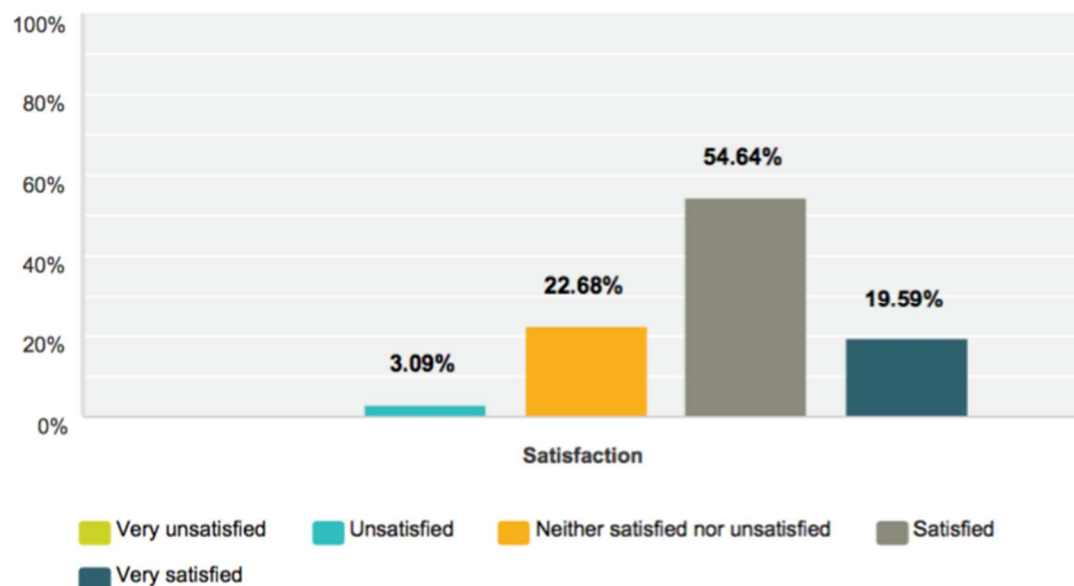


Figure 1 Overall Satisfaction

6.6.2 WHO USES PUBLIC TOILETS?

The majority of users are visitors (57% out of Shire) with 28% of users being local residents, with the balance (15%) from elsewhere in the Shire.

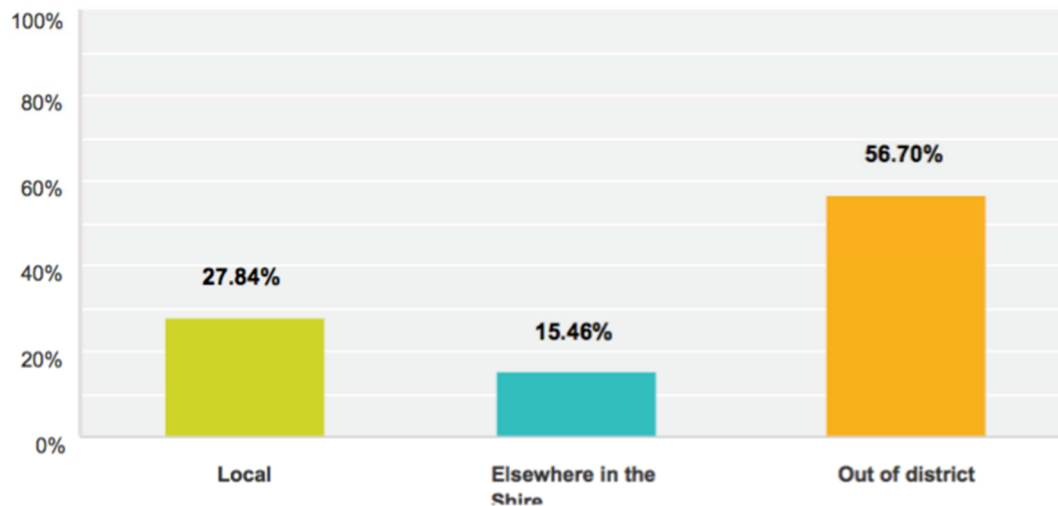


Figure 2 Origin of respondents

The majority of users are from passing traffic (56%) which no doubt reflects the majority of users being visitors to the Shire. Thirty-nine percent are park users with only a small number being part of tour groups (5%).

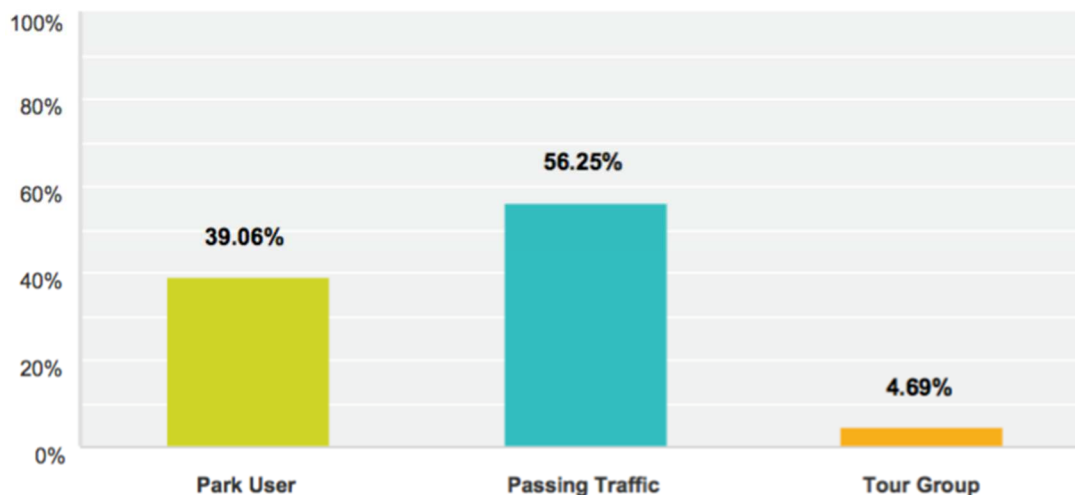


Figure 3 Associated Activity

6.6.3 PREFERENCE FOR SEPARATE GENDER OR ALL-GENDER TOILETS

The preference for separate gender facilities compared to all-gender facilities was slightly in favour (55%) of separate facilities versus “no strong preference” (45%).

Women prefer separate gender facilities whereas men are less likely to have a strong preference.

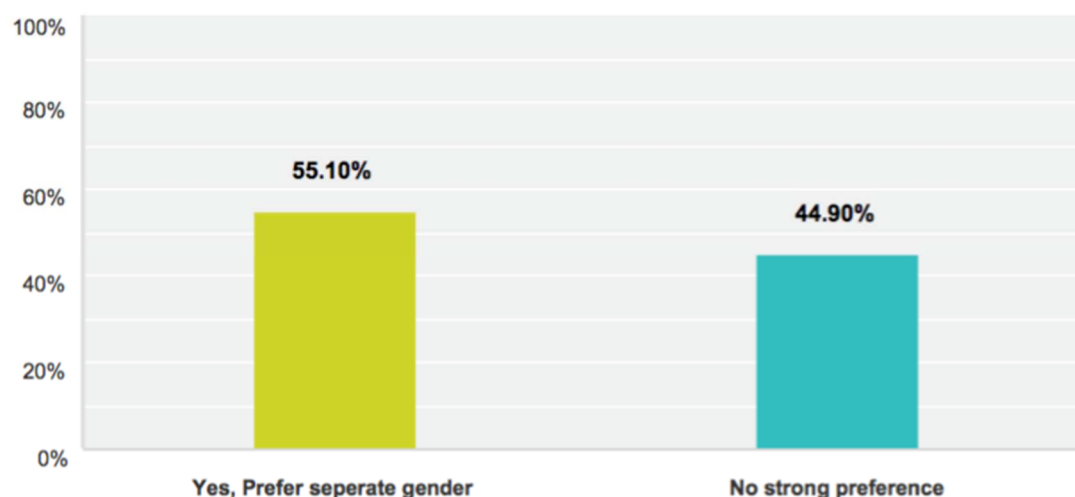


Figure 4 Preference for separate or all gender facilities

6.6.4 USE OF AN ALTERNATIVE TOILET

Respondents were asked what they would do if the toilet used was no longer available. There was a fairly even split between using another Council public toilet (48%) or use a shop/other facility (41%).

Very few Oxley Mall respondents referred to Corbett Gardens as an alternative facility (and vice versa). It seemed in many cases that people surveyed were aware of the council toilet they were visiting, but not the one over the road.

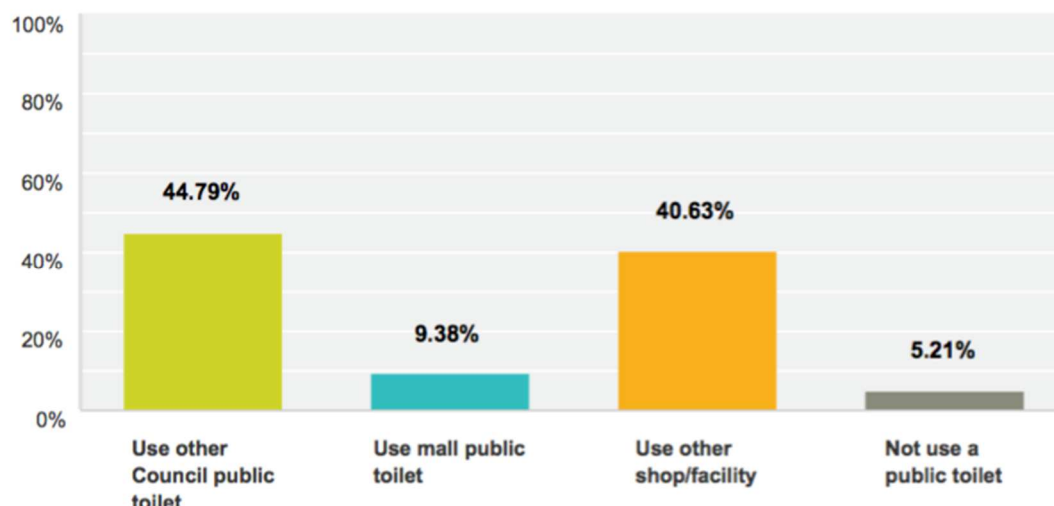


Figure 5 Use of alternative toilet

7 What's Required in the Future

7.1 Demographic Changes

The Wingecarribee Shire's population in 2011 was 44,395.

Based on population projections from the NSW Department of Planning and Environment, the Wingecarribee Shire population is projected to increase to 51,150 by 2031. This is an increase of just under 10% from 2011 to 2031.

The majority of this growth will occur in Mittagong north, northeast of Bowral, and the south side of Moss Vale.

Planning for the provision and development of new public toilets for this forecast population growth is an essential component of the infrastructure necessary to sustain this future population.

7.2 Demand Prediction

Additional public toilets can be reasonably predicted for the next 3-4 years based on current needs and identified development projects. Beyond this, a calculated formula is required, based on maintaining current levels of service, that are considered to be effectively meeting public toilet needs.

At present the Shire provides a total of 47 public toilets. This equates to approximately 1.0 toilet block per 1,000 residents. On a national comparison⁴ the rate of provision is 0.7 toilets per 1,000 residents.

For planning purposes, a target of 0.7 toilets per 1,000 is considered a reasonable benchmark to maintain current levels of service and meet future needs.

Approximately 25% of the current public toilets do not need to be replicated in response to growth – these include CBD toilets, and special locations and some sports park toilets. It is therefore estimated that the demand for new toilets as a result of population growth will be 1 toilet for every 2,500 additional residents. Based on this scenario it is estimated that two additional public toilets will be required over the period to 2031 to meet population growth demand.

There is currently no significant demand for additional public toilets to fill any distribution gaps or increase current provision level of service.

⁴ Yardstick 2015

8 Operation, Maintenance and Renewal

8.1 General Issues

The condition and performance of a number of public toilets is an area of concern and a planned renewal, refurbishment, and building maintenance program has not been implemented to date.

Many of the issues and concerns with the quality of public toilets relate to their design, and the construction materials used. For older toilets, no matter how well they are maintained, they will not be attractive or appealing to use. It is therefore essential that a regular refurbishment and renewal program be implemented to ensure the toilets provided meet current expectations, through the use of up to date design techniques.

As is typical for most public toilets, a major challenge is controlling and dealing with vandalism, graffiti and fouling, and to try and consistently provide a clean, attractive and safe facility for users.

8.2 Maintenance and Operations

Quality of public toilets is driven by three factors. One is the quality of the building, which is determined by its age, design, and level of maintenance.

The second factor is cleanliness. The frequency of toilet cleaning is matched to the level of use of the toilet and balanced against the cost of cleaning more often than necessary. The effectiveness of the toilet cleaning service will impact on cleanliness also.

The third factor is vandalism and graffiti, which is a particular problem for public toilets. Combating vandalism occurring, or reducing its impact, is a combination of good design, location and rapid responsiveness to any incidents.

8.2.1 OPERATIONS

The public toilets are managed and maintained directly by Council staff. Capital development, renewal and planned maintenance works is managed by Council's Built Assets team. Cleaning and routine maintenance operations is managed by the Parks and Open Spaces team.

8.2.2 MAINTENANCE STRATEGIES

Three categories of maintenance are performed on public toilets:

Reactive maintenance

Repair of assets required to correct faults identified by routine inspections and cleaning, and notification from users of the toilets.

Reactive maintenance works are scheduled in accordance with the following priorities:

- Safety/health of toilet users
- Offensive graffiti or other material
- Service to the users of the toilet is compromised or affected
- It is likely that the area of repair may expand or the method of repair change such that the cost of any repair may increase

Council's building maintenance team undertakes reactive maintenance work. If the Council staff cannot rectify the issue, then it is referred to specialist trade contractors.

Routine maintenance

Routine maintenance primarily relates to cleaning. See section 8.2.4.

Planned Maintenance

May also be described as refurbishment, preventative or programed maintenance to improve the overall presentation of the toilet and ensure it reaches its full life potential.

Typical work includes repainting of external surfaces; repainting and redecoration of interiors; replacement of fittings; application of floor coatings; minor repairs and replacement of building components that are failing, or will fail, but do not require immediate repair; and minor structural changes.

The program and priority for work is based on condition inspections and reporting, to monitor asset condition, identify emerging risks, and identify the need for maintenance and repair work, both current and predicted future failure. The priority of work is based on the consequences of asset failure on levels of service, costs, safety and user comfort.

The planned maintenance program will be reviewed and updated every three years based on condition inspections, maintenance trends and risks.

The responsibility to implement the building maintenance plan lies with the Built Assets team.

8.2.3 INSPECTION AND REPORTING

An inspection and reporting program is a critical aspect of ensuring that toilet facility managers are aware of the condition of assets and services that are provided to the required standard on a reliable basis.

Three general categories of inspection and reporting apply to public toilets:

- Routine maintenance and service inspections by cleaning staff
- Routine inspection of the toilets by building maintenance staff
- Formal periodic condition and performance inspections and report by Built Assets

Routine maintenance inspections are undertaken by cleaning staff as part of the cleaning service to identify any immediate issues that require rectification.

The performance of toilet cleaning staff is monitored as part of the quality control system in place for the Council's operations and maintenance work.

The formal periodic condition and performance inspections will be undertaken every three years by qualified personnel with expertise in building structures and maintenance, the development of long term building maintenance programs, and an understanding of public toilet service and quality requirements.

Inspection Type	Frequency	Inspector	Checks
Routine maintenance	As per cleaning frequency	Cleaning staff	<ul style="list-style-type: none"> • Damage/breakage • Vandalism/graffiti • Other failures/problems
Maintenance Supervisor audit	Two monthly of selected sites	Building maintenance staff	<ul style="list-style-type: none"> • Staff performance/cleanliness • Damage/breakage • Vandalism/graffiti • Other failures/problems
Formal periodic condition and long term maintenance plan	Three yearly	Structural and maintenance engineer/ Building Asset Officer	<ul style="list-style-type: none"> • Structural issues • Quality standard • Cladding condition • Paint surfaces • Defects/problems – current • Predictive failure/defects

Table 14 - Public Toilet Inspection program

8.2.4 SERVICE STANDARDS

The frequency of servicing is defined in Table 7, based on the four public toilet categories:

- P. Premier and Civic Toilets
- C. Community Toilets
- S. Sports Toilets

Service Grade	Application	Cleaning Frequency
P	Premier and Civic	Cleaned twice daily, early morning; followed by mid-afternoon check/clean Monthly clean
C1	Community – Service level 1	Cleaned once daily Monthly clean
C2	Community – Service level 2	Cleaned three times per week Monthly clean
C3	Community – Service level 3	Cleaned once per week Monthly clean
S2	Sports (open 24/7 or high use) – Service level 2	Cleaned twice per week Monthly clean
S3	Sports (locked – low use) – Service level 3	Cleaned once per week Monthly clean

Table 15 - Public Toilet Cleaning Service Standards

Note: There are no Service Level 1 Sports Parks

The following general requirements and tasks will be undertaken as part of the toilet cleaning and servicing.

Check

The general state of the facility should be checked to ensure it is kept in a presentable, tidy state. The following tasks should be carried out when checking a facility:

1. Check state of toilet bowls and clear/clean when necessary
2. Check all facilities functioning correctly
3. Report any plumbing problems or vandalism/graffiti
4. Replenish toilet paper

Daily Clean

The facility should be clean and tidy after a minor clean.

This requires the following tasks to be carried out:

Floors:

1. Remove any accumulated rubbish
2. Sweep
3. Wet mop all floor surfaces with disinfectant. Ensure left as dry as possible

Toilets:

1. Bowls cleaned with specified toilet cleaner
2. Seats cleaned, disinfected and dried

Urinals:

1. Clean with approved cleaner

Hand Basins

1. Clean with approved cleaner and dried to remove marks

General

1. Wipe down hand dryers, door handles and other fittings, ensure all functioning correctly
2. Remove any rubbish or debris from the area immediately outside the toilet

Monthly Clean

1. Remove cobwebs – particularly ceilings, rafters and other high areas
2. Wash and wipe down tiled walls and doors
3. Remove stains from stainless steel fittings
4. Extensive clean of urinals and surrounds
5. Hose all floors and walls, both internal and external (scrub with scrubbing broom if necessary)
6. Check all drains are clear

8.2.5 OPERATIONAL EXPENDITURE

The budgeted annual total cost of operating and maintaining public toilets for 2016/2017 is \$496,904.

Including all the locked sports oval toilets and Civic toilets, there is a total of 46 public toilets being cleaned and maintained.

This is an average cost of \$10,800 per toilet block.

This compares to the national median cost of \$8,260 in 2015⁵. Results ranged from a high of \$29,884 to a low of \$2,750.

⁵ Yardstick Parks 2015

The cost of operation and maintenance is somewhat higher than the national median which indicates either that there are opportunities for efficiencies and/or current operational service levels may be higher than necessary.

Implementing the service levels provided in this strategy, will bring operational servicing (cleaning) more in line with the industry norm.

8.3 Renewal and Improvement Plan

8.3.1 SUMMARY

The median (and most common) useful life being used for public toilets is 50 years⁶. Wingecarribee is currently using a life of 80 years for valuation purposes.

It is recommended that, based on the current design and materials used (mostly brick/masonry) and the industry benchmark, a generic replacement life of 60 years for standalone public toilets is appropriate. However, this should be reduced for specific toilets if a lighter weight style of construction is used, or on high level of service sites where maintaining a high quality service standard is the predominate driver for renewal.

The average age of the Wingecarribee public toilets is 44 years, with 9 toilets over 60 years of age. A further 17 are from 50 to 60 years of age. This represents 23% of the asset currently overdue for renewal and over the next 10 years a further 43% will become due for renewal.⁷ (Note* The average age and remaining life calculation uses an estimated construction date only).

While not all toilets need to be replaced simply based on age, this indicates that a renewal program of 1-2 toilets per year is required over the next 10 years to maintain the desired service level, in addition to any new toilets that may be required.

8.3.2 SIGNAGE

Improvement to signage will be implemented over the next two years.

This includes:

- Consistent branding/design for public toilet signage
- Wayfinding signage to show users where public toilets are located and the distance from the current location
- Install signage with Council contact information, to report any issues (*remove notice regarding contractors*)
- Update gender and other signage on the buildings using international signage symbols

8.3.3 BUILDING MAINTENANCE

The condition of all Council buildings and maintenance requirements was assessed in 2016, with a planned building maintenance program to be developed from this information.

The establishment and implementation of a planned building maintenance program is essential to ensure the toilets are presented to an acceptable standard, ensure reliable functionality and achieve their lifecycle expectancy.

⁶ Yardstick Parks 2015

⁷ The age of older toilets is an estimate only and therefore should only be used as a guideline for renewal planning



Figure 6 Boronia Park Oval

8.3.4 RENEWAL PLAN BY FACILITY – 2017-2028

Facility	Category	Location	Performance	Condition	Remaining Life*	Year	Action/Notes
Berrima Market Place	Premier	Berrima	79%	79%	39	2017/18	Refurbish including install ceiling (with skylights) - Funded from current maintenance budget
Stephens Park	Sports	Bowral	52%	52%	9	2017/18	Renew canteen/storage (fire damaged) and amenities/change rooms
Church Rd Oval	Sports	Moss Vale	65%	69%	19	2017/18	Toilet rationalization and incorporation into main building
Burrawang Park	Community	Burrawang	39%	39%	-1	2017/18	Toilet rationalization and incorporation into main building
Leighton Gardens	Premier	Moss Vale	83%	83%	9	2017/18	Internal finishes refurb should extend life of the toilet block another 10 years
Corbett Gardens	Premier	Bowral	55%	55%	9	2018/19	Garden/building renewal – toilets included
Ironmines Oval	Sports	Mittagong	57%	57%	9	2018/19	Toilet rationalization and incorporation into main building
Mt Gibraltar Toilet	Community	Bowral	35%	35%	-6	2019/20	Upgrade
Boronia Park Soccer Field	Sports	Hill Top	55%	55%	19	2019/20	Amenities building renewal
Lake Alexandra Park Accessible	Community	Mittagong	67%	67%	9	2020/21	Demolish and incorporate into main toilet block
Lake Alexandra Reserve Park	Community	Mittagong	66%	66%	9	2020/21	Full renewal of main toilet block
Berrima Camping Park	Community	Berrima	46%	46%	-1	2022/23	Full Renewal
Lions Park	Community	Bowral	43%	43%	-1	2022/23	Refurbishment
Lackey Park	Sports	Moss Vale	42%	42%	4	2022/23	Toilet rationalization and incorporation into main building
Eridge Park	Sports	Bowral	58%	58%	9	2023/24	Netball amenities/toilet building refurb to incorporate cycling

Facility	Category	Location	Performance	Condition	Remaining Life*	Year	Action/Notes
Seymour Park Toilet	Community	Moss Vale	50%	50%	9	2025/26	Full renewal of toilets in new location
Welby Heights Oval	Sports	Mittagong	37%	37%	19	2026/27	Toilet refurbishment (consider removal)
Welby Oval	Sports	Welby	50%	50%	19	2026/27	Amenities/change rooms refurb (consider removal of public toilets and redirect to Welby Hall)
Wingello Hall	Community	Wingello	47%	47%	-1	Not programmed	Replace - Added to unfunded priorities list
Sutton Forrest Hall	Community	Sutton Forest	54%	54%	-1	Not programmed	Replace - Consider adding to unfunded priorities list
Hill Top War Memorial Hall	Community	Hilltop	41%	41%	9	Not programmed	Replace in a better location (beside shops) - Consider adding to unfunded priorities list
Burradoo Apex Park	Community	Burradoo	72%	72%	19	Not programmed	Replace and upgrade to meet usage demand as popular roadside stop. Consider adding to unfunded priorities list

Table 16- Public 10 Toilet Renewal Plan 2017-2028

9 Appendices

9.1 Appendix One - Public Toilet Inventory

Name	Category	Town
Berrima Market Place	Premier	Berrima
Bundanoon	Premier	Bundanoon
Corbett Gardens	Premier	Bowral
Leighton Gardens	Premier	Moss Vale
Moss Vale Town Centre	Premier	Moss Vale
Oxley Mall	Premier	Bowral
Winifred West Park	Premier	Mittagong
Berrima Camping Park	Community	Berrima
Berrima Hume Hwy	Community	Berrima
Burradoo Apex Park	Community	Burradoo
Burrawang Park	Community	Burrawang
Centennial Park	Community	Bowral
Exeter Toilet	Community	Exeter
Hampden Park	Community	Robertson
Hill Top War Memorial Hall	Community	Hilltop
Lake Alexandra Reserve Accessible	Community	Mittagong
Lake Alexandra Reserve	Community	Mittagong
Lions Park	Community	Bowral
Mt Gibraltar Toilet	Community	Bowral
Penrose Hall	Community	Penrose
Renwick Park	Community	Mittagong
Seymour Park Toilet	Community	Moss Vale
Sutton Forrest Hall	Community	Sutton Forest
Wingello Hall	Community	Wingello
Bill O'Reilly Oval	Sports	Wingello
Boronia Park Soccer Field	Sports	Hill Top
Bundanoon Oval	Sports	Bundanoon
Church Rd Oval	Sports	Moss Vale
Community Oval	Sports	Moss Vale
David Woods Playing Field	Sports	East Bowral
Eridge Park	Sports	Bowral
Ferndale Reserve	Sports	Bundanoon
Government Road Oval	Sports	Yerrinbool
Hampden Park Sportsfield	Sports	Robertson
Ironmines Oval	Sports	Mittagong
Jurd Park	Sports	Colo Vale

Name	Category	Town
Lackey Park	Sports	Moss Vale
Loseby Park	Sports	Bowral
Mittagong Oval	Sports	Mittagong
Stephens Park	Sports	Bowral
Tourist Rd	Sports	Kangaloon
Welby Heights Oval	Sports	Mittagong
Welby Oval	Sports	Welby
Bowral Library	Civic	Bowral
Bradman Oval	Civic	Bowral
Mittagong Library	Civic	Mittagong
Mittagong Visitor Info Centre	Civic	Mittagong

9.2 Appendix Two - Public Toilet Performance Assessment

Name	Category	Town	Performance Overall	Condition Score	Safety & Security	Performance Groups			Accessibility
						Hygiene	Presentation	Ambience	
Berrima Camping Park	Community	Berrima	46%	5	53%	60%	72%	0%	
Berrima Hume Hwy	Community	Berrima	78%	2	88%	76%	72%	75%	52%
Berrima Market Place	Premier	Berrima	79%	2	90%	72%	78%	75%	73%
Bill O'Reilly Oval	Sports	Wingello	64%	1	77%	56%	72%	50%	
Boronia Park Soccer Field	Sports	Hill Top	55%	3	44%	76%	80%	20%	
Bowral Library	Civic	Bowral	91%	1	83%	80%	100%	100%	
Bradman Oval	Premier	Bowral	85%	1	81%	72%	86%	100%	64%
Bundanoon	Premier	Bundanoon	91%	1	95%	84%	84%	100%	100%
Bundanoon Oval	Sports	Bundanoon	74%	1	80%	76%	66%	75%	
Burradoo Apex Park	Community	Burradoo	72%	1	79%	60%	72%	75%	
Burrawang Park	Community	Burrawang	39%	4	33%	48%	75%	0%	
Centennial Park	Community	Bowral	67%	3	53%	60%	80%	75%	
Church Rd Oval	Sports	Moss Vale	72%	1	68%	68%	78%	75%	
Community Oval	Sports	Moss Vale	60%	1	55%	68%	66%	50%	
Corbett Gardens	Premier	Bowral	55%	2	51%	60%	60%	50%	72%
David Woods Playing Field	Sports	East Bowral	89%	1	82%	72%	100%	100%	Not assessed
Eridge Park	Sports	Bowral	58%	2	66%	72%	72%	20%	
Exeter Toilet	Community	Exeter	86%	1	81%	80%	84%	100%	94%
Ferndale Reserve	Sports	Bundanoon	57%	1	67%	56%	53%	50%	
Government Road Oval	Sports	Yerrinbool	68%	2	63%	72%	87%	50%	
Hampden Park	Community	Robertson	87%	1	82%	80%	84%	100%	100%
Hampden Park Sportsfield	Sports	Robertson	71%	1	74%	68%	66%	75%	50%
Hill Top War Memorial Hall	Community	Hilltop	41%	3	53%	52%	40%	20%	
Ironmines Oval	Sports	Mittagong	57%	3	70%	72%	66%	20%	

Name	Category	Town	Performance Overall	Condition Score	Safety & Security	Performance Groups			Accessibility
						Hygiene	Presentation	Ambience	
Jurd Park	Sports	Colo Vale	80%	1	67%	60%	93%	100%	
Lackey Park	Sports	Moss Vale	42%	2	54%	52%	40%	20%	
Lake Alexandra Park Accessible	Community	Mittagong	67%	1	94%	60%	93%	20%	95%
Lake Alexandra Reserve	Community	Mittagong	66%	1	77%	68%	67%	50%	
Leighton Gardens	Premier	Moss Vale	83%	1	89%	68%	76%	100%	75%
Lions Park	Community	Bowral	43%	2	76%	48%	47%	0%	
Loseby Park	Sports	Bowral	80%	1	73%	80%	93%	75%	
Mittagong Library	Civic	Mittagong	63%	3	49%	64%	87%	50%	
Mittagong Oval	Sports	Mittagong	38%	2	36%	56%	41%	20%	
Mittagong Visitor Info Centre	Civic	Mittagong	85%	1	68%	72%	100%	100%	100%
Moss Vale Town Centre	Premier	Moss Vale	70%	2	81%	76%	72%	50%	60%
Mt Gibraltar Toilet	Community	Bowral	35%	4	45%	48%	46%	0%	
Oxley Mall	Premier	Bowral	89%	1	89%	80%	86%	100%	85%
Penrose Hall	Community	Penrose	66%	1	56%	72%	86%	50%	
Renwick Park	Community	Mittagong	86%	1	88%	64%	92%	100%	100%
Seymour Park Toilet	Community	Moss Vale	50%	1	50%	56%	72%	20%	
Stephens Park	Sports	Bowral	52%	3	71%	52%	66%	20%	
Sutton Forrest Hall	Community	Sutton Forest	54%	3	38%	76%	81%	20%	
Tourist Rd	Sports	Kangaloon	64%	2	47%	80%	78%	50%	
Welby Heights Oval	Sports	Mittagong	37%	3	45%	48%	33%	20%	
Welby Oval	Sports	Welby	50%	2	53%	60%	66%	20%	
Wingello Hall	Community	Wingello	47%	4	53%	44%	72%	20%	
Winifred West Park	Premier	Mittagong	82%	1	97%	64%	93%	75%	

9.3 Appendix Three - Public Toilet Cleaning Schedule

Name	Category	Town	New LoS Grade		Current Cleaning Frequency	
			Grade	Frequency	Weekday	Weekend
Berrima Camping Park	Community	Berrima	C1	x1 day	x1 day	
Berrima Hume Hwy	Community	Berrima	C1	x1 day	x2 day	daily
Lions Park	Community	Bowral	C2	x3 week	x2 day	daily
Mt Gibraltar Toilet	Community	Bowral	C2	x3 week	x1 day	
Burradoo Apex Park	Community	Burradoo	C1	x1 day	x2 day	daily
Exeter Toilet	Community	Exeter	C2	x3 week	x1 day	
Lake Alexandra Reserve	Community	Mittagong	C1	x1 day	x2 day	
Renwick Park	Community	Mittagong	C2	x3 week	x3 week	
Hampden Park	Community	Robertson	C1	x1 day	x1 day	daily
Centennial Park	Community	Bowral	C3	x1 week		
Burrawang Park	Community	Burrawang	C3	x1 week	x1 week	
Hill Top War Memorial Hall	Community	Hilltop	C3	x1 week	x2 week	
Lake Alexandra Reserve - Accessible	Community	Mittagong	C2	X3 week		
Seymour Park Toilet	Community	Moss Vale	C3	x1 week	x1 week	
Penrose Hall	Community	Penrose	C2	x3 week	x2 week	
Sutton Forrest Hall	Community	Sutton Forest	C2	x3 week		
Wingello Hall	Community	Wingello	C2	x3 week	x2 week	
Berrima Market Place	Premier	Berrima	P	x2 day	x2 day	daily
Bradman Oval	Premier	Bowral	P	x2 day	x2 day	daily
Corbett Gardens	Premier	Bowral	P	x2 day	x2 day	daily
Oxley Mall	Premier	Bowral	P	x2 day	x2 day	daily
Bundanoon	Premier	Bundanoon	P	x2 day	x1 day	daily
Mittagong Visitor Info Centre	Civic	Mittagong	P	x2 day	x2 day	daily

Name	Category	Town	New LoS Grade		Current Cleaning Frequency	
			Grade	Frequency	Weekday	Weekend
Winifred West Park	Premier	Mittagong	P	x2 day	x2 day	daily
Leighton Gardens	Premier	Moss Vale	P	x2 day	x2 day	daily
Moss Vale Town Centre	Premier	Moss Vale	P	x2 day	x2 day	daily
Eridge Park	Sports	Bowral	S2	x2 week	x2 week	
Loseby Park	Sports	Bowral	S2	x1 week	x2 week	
Stephens Park	Sports	Bowral	S2	x1 week	x2 week	
Bundanoon Oval	Sports	Bundanoon	S2	x1 week	x3 week	
Ferndale Reserve	Sports	Bundanoon	S2	x1 week	x2 week	
David Woods Playing Field	Sports	East Bowral	S2	x2 week	x2 week	
Boronia Park Soccer Field	Sports	Hill Top	S2	x1 week	x2 week	
Ironmines Oval	Sports	Mittagong	S2	x1 week	x2 week	
Mittagong Oval	Sports	Mittagong	S2	x1 week	x2 week	
Welby Heights Oval	Sports	Mittagong	S2	x1 week	x2 week	
Church Rd Oval	Sports	Moss Vale	S2	x1 week	x2 week	
Hampden Park Sportsfield	Sports	Robertson	S2	x1 week	x2 week	
Welby Oval	Sports	Welby	S2	x1 week	x2 week	
Lackey Park	Sports	Moss Vale	S2	x1 week	x1 week	
Bill O'Reilly Oval	Sports	Wingello	S3	x1 week	x2 week	
Government Road Oval	Sports	Yerrinbool	S3	x1 week	x2 week	
Jurd Park	Sports	Colo Vale	S3	x1 week	x1 week	
Tourist Rd	Sports	Kangaloon	S3	x1 week	x1 week	

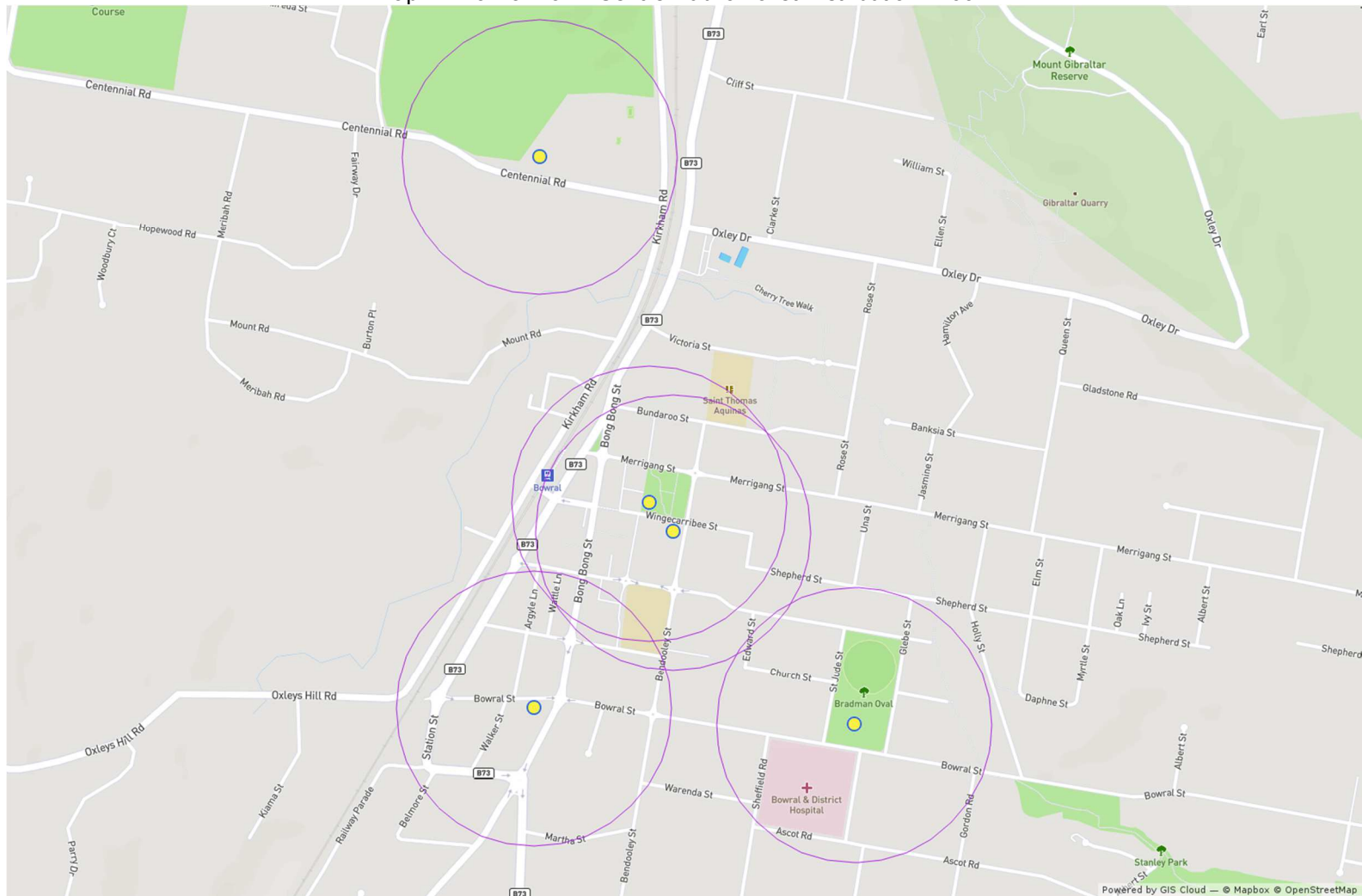
9.4 Appendix Four - Public Toilet Asset Lives

Name	Category	Location	Built (Approx.)	Age	Life	Remaining
Mt Gibraltar Toilet	Community	Bowral	1950	66	60	-6
Berrima Camping Park	Community	Berrima	1955	61	60	-1
Burrawang Park	Community	Burrawang	1955	61	60	-1
Lions Park	Community	Bowral	1955	61	60	-1
Sutton Forrest Hall	Community	Sutton Forest	1955	61	60	-1
Wingello Hall	Community	Wingello	1955	61	60	-1
Lackey Park	Sports	Moss Vale	1960	56	60	4
Mittagong Library	Civic	Mittagong	1960	56	60	4
Berrima Hume Hwy	Community	Berrima	1965	51	60	9
Bill O'Reilly Oval	Sports	Wingello	1965	51	60	9
Bundanoon Oval	Sports	Bundanoon	1965	51	60	9
Corbett Gardens	Community	Bowral	1965	51	60	9
Eridge Park	Sports	Bowral	1965	51	60	9
Government Road Oval	Sports	Yerrinbool	1965	51	60	9
Hill Top War Memorial Hall	Community	Hilltop	1965	51	60	9
Iron Mines Oval	Sports	Mittagong	1965	51	60	9
Lake Alexandra Reserve	Community	Mittagong	1965	51	60	9
Lake Alexandra Reserve Accessible	Community	Mittagong	1965	51	60	9
Leighton Gardens	Premier	Moss Vale	1965	51	60	9
Mittagong Oval	Sports	Mittagong	1965	51	60	9
Seymour Park Toilet	Community	Moss Vale	1965	51	60	9
Stephens Park	Sports	Bowral	1965	51	60	9
Boronia Park Soccer Field	Sports	Hill Top	1975	41	60	19
Bradman Oval	Premier	Bowral	1975	41	60	19
Burradoo Apex Park	Community	Burradoo	1975	41	60	19
Church Rd Oval	Sports	Moss Vale	1975	41	60	19
Community Oval	Sports	Moss Vale	1975	41	60	19
Ferndale Reserve	Sports	Bundanoon	1975	41	60	19
Loseby Park	Sports	Bowral	1975	41	60	19
Mittagong Visitor Info Centre	Civic	Mittagong	1975	41	60	19
Tourist Rd	Sports	Kangaloon	1975	41	60	19
Welby Heights Oval	Sports	Mittagong	1975	41	60	19
Welby Oval	Sports	Welby	1975	41	60	19
Penrose Hall	Community	Penrose	1980	36	60	24
Centennial Park	Community	Bowral	1985	31	60	29
Hampden Park	Community	Robertson	1985	31	60	29
Hampden Park Sportsfield	Sports	Robertson	1985	31	60	29
Moss Vale Town Centre	Premier	Moss Vale	1985	31	60	29
David Woods Playing Field	Sports	East Bowral	1990	26	60	34
Jurd Park	Sports	Colo Vale	1990	26	60	34
Berrima Market Place	Premier	Berrima	1995	21	60	39

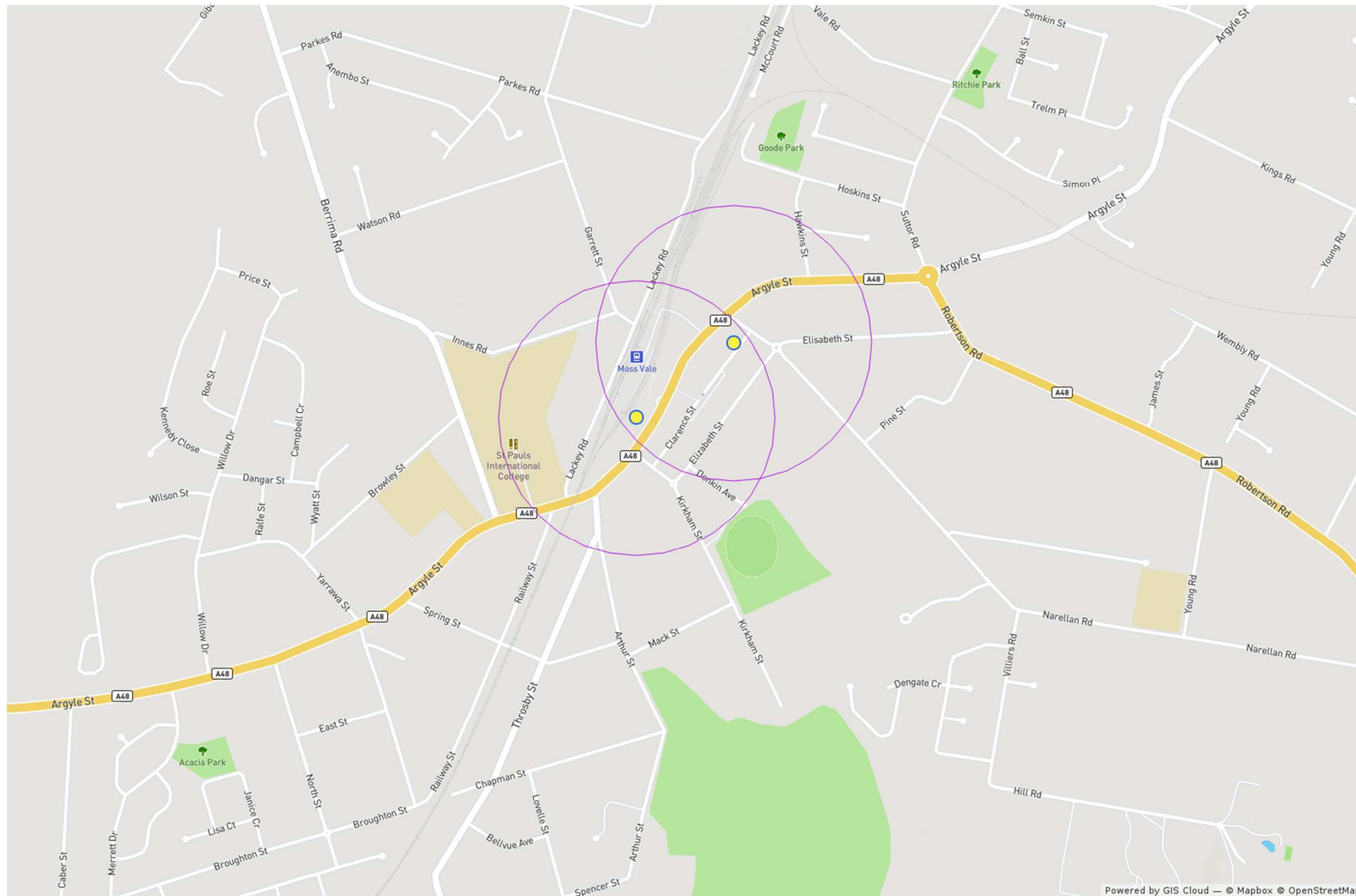
Name	Category	Location	Built (Approx.)	Age	Life	Remaining
Winifred West Park	Premier	Mittagong	1995	21	60	39
Bowral Library	Civic	Bowral	2000	16	60	44
Oxley Mall	Premier	Bowral	2000	16	60	44
Bundanoon	Premier	Bundanoon	2013	3	60	57
Renwick Park	Community	Mittagong	2015	1	60	59
Exeter Toilet	Community	Exeter	2016	0	60	60

9.5 Appendix Five – Town Centre Distribution

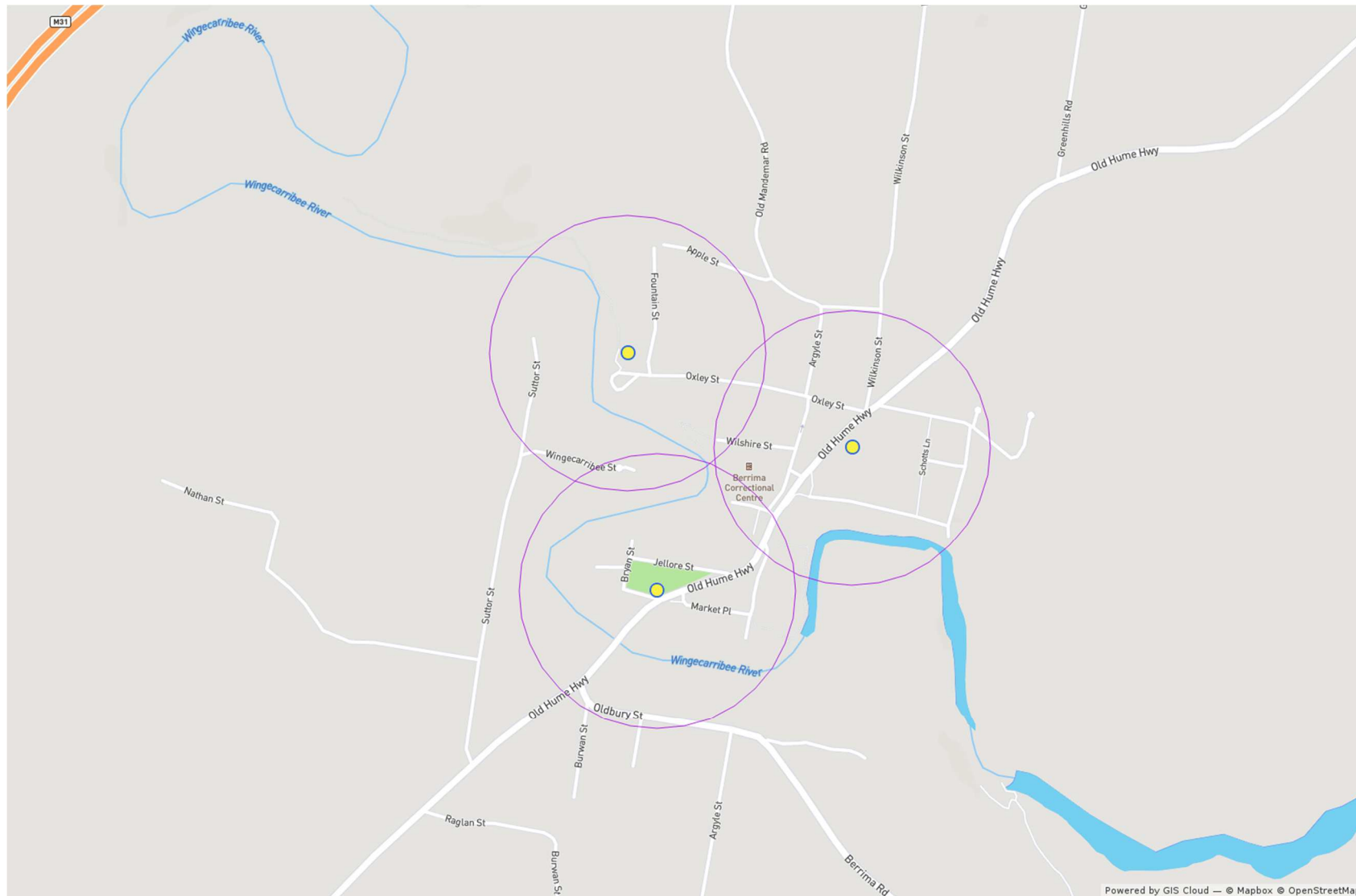
Map 1 - Bowral Town Centre Public Toilet Distribution— 400m



Map 2 – Moss Vale Town Centre Public Toilet Distribution– 400m



Map 3 – Berrima Town Centre Public Toilet Distribution– 400m



Map 4 – Mittagong Town Centre Public Toilet Distribution – 400m

